

**Delivering optimum quality with everything we do** is one of our core values.

Austunnel is committed to meeting the needs and expectations of its clients and customers and operate in compliance with all legal and contractual requirements.

We continually strive to provide exceptional customer service and improvement in all our activities through an effective quality management system, to maintain our competitive advantage and increase our market share in the construction and mining industry. Our quality management system is embedded within the Austunnel Integrated Management System ('AIMS') and is certified to International Standards ISO 9001.

This Policy applies to Austunnel and its controlled Entities.

We are committed to:

- Ensuring optimum quality of our products and services the first time, every time.
- Taking action to understand and address risks and opportunities which affect the delivery of our products and services.
- Promoting the use of innovation, technology, and new ways of thinking.
- Setting performance targets annually which supports the objectives and targets of AIMS.
- Applying risk management principles in everything we do.
- Meeting all applicable legal and other requirements.
- Monitoring, reviewing, and reporting on the performance of AIMS to ensure that it remains suitable, effective and continuously improving.

Under this Policy employees, contractors and suppliers are accountable for:

- Ensuring the application of this Policy.
- Adopting and complying with all AIMS policies, procedures, and instructions.
- Taking positive steps towards resolving or reporting matters associated with quality risks and/or opportunities in a timely manner.

This Policy will be communicated to all Austunnel employees and relevant stakeholders, and it will be made available to applicable interested parties as appropriate, upon request.

**Alexei Bebek**  
Managing Director  
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